

Abdullah Tarawneh

Creative and Technical Consultant

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Growing up with math, books, and computers from the age of 3, I've been hungry for knowledge almost my entire life, and always looking for new things to learn. Although I have degrees in biomedical engineering and computer science, I've dabbled in almost everything — photography, design, analysis, creative writing, and information architecture. There's a good chance that I'll have some bit of knowledge or insight if something comes up.



Education

🎓 BSc in Computer Science, with Honors

University of Alabama at Birmingham
2013 - 2018

🎓 BSc in Biomedical Engineering, with Honors

University of Alabama at Birmingham
2013 - 2018

🎓 Minor in Mathematics

University of Alabama at Birmingham
2013 - 2014

Experiences

Senior Technical Writer, Trilogy

May 2021 - Dec 2021

Trilogy is the parent company of many other companies, all managed under the banner of a Central Support Team, consisting of L1 and L2 support agents. Above the support agents are the Product Knowledge Curators, who are responsible for quickly and rapidly learning new products with limited information, then documenting the problems and solutions of actual customers by analyzing support tickets. These articles would also be used to create training material for the agents.

Documentation Revamp, Mastodon

Aug 2019 - Dec 2019

I've been using Mastodon since November 2016, and reorganized the documentation for the project while also rewriting significant portions of it. Thanks to my work, the documentation was now missing much less information, and it was also easier to make additions in the appropriate place. Skills gained include information architecture and technical writing, as well as familiarity with REST APIs, Ruby on Rails, and the MVC design pattern.

Project / Product Manager, Pixelfed

Jan 2019 - Present

After making a masterpost of bugs and issues with the initial alpha release of Pixelfed, as well as filing many of them and keeping track of them over time on Github, I was invited to join the Pixelfed organization. Throughout 2019, I turned Pixelfed from a one-person project into a team effort. My responsibilities include issue triage and tagging, setting milestones, and categorizing issues by area and milestone. I also sometimes review PRs, and I have full access to the documentation repo.

Praise

Khalil Saadiq, former classmate

"It's scary how much you know."

Eugen Rochko, Mastodon project lead

"Bless you for being here to work on the docs btw. It's a big relief."

Daniel Supernault, Pixelfed developer

"I don't trust anyone as much as you to shape the direction of the project."

Projects

- namecheap - Certbot manual auth hook for DNS-01 challenge using the NameCheap API, written in Python.
- PhotoBucketGrabber - Automate downloading all your photos from PhotoBucket using this Python script.
- MastoMods - CSS tweaks and custom themes for Mastodon.
- salatime - A web scraping script to print out daily prayer times for Birmingham, AL.
- birdsounds.media - Concert photography side project and portfolio.

Skills

Soft skills

- Wide knowledge base
- Attention to detail
- Problem solving
- Critical thinking
- Technical writing
- Public speaking
- Information architecture
- QA and testing

Hard skills

- Design prototyping (Figma)
- Version control (Git)
- Web development (HTML, CSS)
- Static site generators (Hugo, Zola, Vuepress)
- System administration (Arch Linux)
- Reading code (Python)
- Writing code (Python)
- Adobe Creative Suite
- Microsoft Office